

# EXHIBIT 4

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**From:** Nita White-Ivy [nwhiteivy@blackberry.com]  
**Sent:** 7/19/2022 11:57:02 AM  
**To:** Neelam Sandhu [nsandhu@blackberry.com]  
**Subject:** CONFIDENTIAL: Matter  
**Attachments:** EMEA Customer Slide.jpg

Have you had a chance to ask John G about it? What was his response?

I am in the office today if you are also in the office. Then I am leaving town and be away to the end of the month.

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**From:** Neelam Sandhu <nsandhu@blackberry.com>  
**Sent:** Tuesday, July 19, 2022 9:25 AM  
**To:** Nita White-Ivy <nwhiteivy@blackberry.com>  
**Cc:** Neelam Sandhu <nsandhu@blackberry.com>  
**Subject:** Matter

Hi Nita,

I would like to request your advice and support with a matter.

Please see attached. This was sent to an Elite customer by the Cyber BU. Clearly this is wrong. How should I address this?

This is not the first time I have directly experienced and/or heard from colleagues internally, customers and partners, on actions members of the Cyber BU, including at the executive level, have taken that have a negative impact across several pillars.

Thank you,

Neelam Sandhu  
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